

Admissions Receptionist

Maine State Aquarium

Job Description:

The Admissions Receptionist position is a season long position (May –October) requiring aquarium office and administrative support performing varied tasks both in the admissions/gift shop space and in administrative offices. Responsibilities require professionalism, flexibility and positive judgment- particularly with regard to prioritizing and organizing gift shop admissions and sales, merchandise inventory, assignments, and selecting the most appropriate course of action within established operating protocols. The right candidate will be responsible for the operations of the Aquarium Gift Shop, including but not limited to: gift shop sales, admission & program fees, inventory management and organization, seasonal memberships, group registrations and sign-in, staff time-keeping, closing procedures and cash-outs, bathroom cleaning, and other duties as applicable and as needed by administrators. Part-time position (Memorial Day to Labor Day) is also available.

Minimum Requirements:

In order to qualify, applicants must have significant training, education, and experience with customer service, retail sales, inventory and money management, and office support. Applicant must demonstrate a) competency in performing general office support tasks using modern office equipment b) ability to quickly learn or comfort using retail software and computers c) responsible accounting and money management skills d) ability to handle changing inventory and manage accordingly in space provided e) ability to interact professionally and positively with a diverse clientele base f) the ability to use sound judgment with respect to position duties and selecting appropriate course of action within set guidelines and expectations.

Additional Qualifications:

- *Knowledge of spelling, punctuation, grammar, and business English*
- *Ability to make intermediate mathematical calculations and understand basic accounting practices*
- *Ability to use alphabetical, numerical, and chronological filing systems*
- *Ability to create routine business documents*
- *Ability to gather and deliver routine information to appropriate parties*
- *Ability to search for information using telephone, computer, written and oral communications, and local directories*
- *Ability to conduct business related purchases and errands off-site using business vehicles*
- *Troubleshoot basic computer and register problems and seek appropriate assistance in correcting the issues.*
- *Ability to adapt to changing needs in a flexible, fast-paced environment*
- *Demonstration of leadership skills and ability to handle work related issues appropriately and with confidence*
- *Demonstrated organization skills relative to office support and merchandise sales*

Typical Duties in this position include (but are not limited to):

- *Conduct daily admissions and gift shop sales using assigned computerized register*
- *Create sales and pricing flyers/signage for admissions and gift shop merchandise*
- *Create spreadsheets and perform data management for inventory, sales, and attendance at the end of season*
- *Oversee the presentation, organization, and sale of merchandise*
- *Assist with the reordering of inventory and supplies*
- *Conduct telephone, written, and oral communications with guests, staff, and administration*
- *Explain, inform, and/or initiate calls on routine matters to clientele and administration*
- *Create varied business correspondence such as letters, passes, and vouchers from drafts or original source documents and revise accordingly*

- *Organize, record, and maintain manual files relative to admissions, programs, and seasonal pass memberships.*
- *Operate technical office equipment such as (but not limited to): registers, computers, copiers, fax machines, digital scanners, lamination equipment, printing and binding equipment, etc. according to set procedures.*
- *Assist in updating, maintaining, and facilitating group reservations.*
- *Transport and handle potentially heavy merchandise up to 50lbs*
- *Run office related errands and purchase supplies off-site*
- *Handle telephone and oral communications with customers and answer routine, factual questions from customers with regard to business, merchandise, and exhibits*
- *Refer non-routine inquiries to appropriate resource*
- *Clean and maintain designated office areas, materials, and public restrooms.*
- *May lead the scheduling and provide guidance to co-workers on a daily or intermittent basis*